

TRAINLINE FAQ



Q: What modes of transportation are covered?

A: Over ground trains, tubes and buses.

Q: What will I receive?

A: You will receive a paper ticket to the office address; this is irrespective of what mode of transport you choose.

Q: Can I use the season ticket for exclusive travel in London Zones (on the Tube)?

A: No, you must be travelling from outside London zones or to outside London zones. You cannot wholly travel inside the London Zones with this season ticket.

Q: Can I use the national rail in conjunction with the tube inside London?

A: Yes, you can use the national rail with the tube to travel across London.

Q: How much will the ticket cost?

A: An annual ticket works out the cost of buying approximately ten separate monthly tickets. By paying for an annual ticket, the last two months of the year are essentially free. The cost is affected by how you travel, and the stations or zones which you travel. Fisher Investments Europe (the Company) will pay the cost upfront to our vendor, Trainline, and you pay back the total cost of the annual ticket in ten monthly instalments from your net salary. Of note, Season Ticket's in excess of £10,000 are classed as a benefit in kind and will be taxed accordingly.

Q: How do I pay the loan back?

A: The loan is repayable by deductions from the net salary over a 10-month period. The initial deduction will take place the month after the Season Ticket has been issued. For example, if you submit an application with a Season Ticket issue date of 5 May, the first salary deduction will be in the 30 June pay cheque.

Q: Are there any restrictions?

A: Yes, you must have:

- At least a 12 month contract
- Have worked for the Company for at least six months.
- Have no other outstanding loans to the Company (other than cycle scheme)

Q: What are my next steps?

A: Here are your next steps:

- Once you've submitted your ticket request, your order will be reviewed by FIE Benefits.
- Once FIE Benefits has confirmed your eligibility, you will receive an email notification from Trainline that your application has been approved.
- Your ticket will be dispatched to the office. (Please allow two business days after you have received your confirmation email)

Additionally, [click here](#) for a step by step guide to submit your application.

PLEASE REACH OUT TO ~EMPLOYEE SERVICES WITH ANY QUESTIONS

Q: Do I need a photocard?

A: If you need to use National Rail trains, you will need to have a photo card accompanying your ticket. If you do not already have a photo card, visit any over ground station, with a passport size photograph of yourself and ask for one. You will need to enter this number as part of the registration process on the Trainline portal. This number will appear printed on your national rail season ticket. National Rail tickets cannot be ordered without a valid photo card.

Q: How long will it take to receive my ticket?

A: Once you have received your confirmation email, Trainline will take two business days to deliver your ticket to the office location. Please note that your application must be approved by FIE Benefits before it is processed. The cut off time for this is 10am, tickets approved after this day will be processed the following day.

Q: How do I update my personal details?

A: You can make changes to your details by logging into the Trainline Portal, and selecting 'My account'.

Q: How do I renew my ticket?

A: You can renew your ticket by logging into the [Trainline Portal](https://www.myfibenefits.com) from www.myfibenefits.com and selecting 'Renewal'. The renewal can be applied for before the expiry date of the current Season Ticket.

Q: What if I make a mistake when ordering my ticket?

A: Please notify FIE Benefits at BenefitsServices@fi.com as soon as possible. If FIE Benefits has not approved the application, it can simply be declined. If FIE Benefits has already approved the application, they will reach out to Trainline to see if the ticket can be refunded; however, you may be liable for a fee if the ticket has already been processed.

Q: What if I have lost my ticket?

A: It is your responsibility to work directly with Trainline to get a new ticket. Trainline will reimburse you for your expenses incurred until you receive your new ticket. Just remember to buy paper tickets instead of using your Contactless Card or an Oyster. Please note there will be an administration charge for duplicate tickets and Trainline may require another photo card for your annual pass.

Q: What if I move address, or my stations change?

A: It is your responsibility to work directly with Trainline to update these details. Any additional cost of the season ticket will be added to your loan with the Company and will be deducted from the remaining billing months for your ticket.

Q: I am waiting for my updated ticket because I have either lost my original or need to travel between different stations, how do I get to and from work?

A: Whilst waiting for our updated ticket to arrive, you should buy single/return/weekly tickets for your commute to and from work. Please keep the ticket and your receipt as proof of purchase and work directly with Trainline to get a refund. Please note, refunds cannot be issued to cash top ups on Oysters or contactless cards.

Q: What if I leave the Company?

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A: If you have an outstanding balance, this will be deducted from the salary or any other payments due to you, (including final pay, payment in lieu, holiday pay, commissions, etc.). If this amount is insufficient, you may be able to make direct payment to the Company to cover the outstanding balance if discussed with HR prior to your departure. If you cannot make the full and final payment from either of the earlier options, you will need to surrender the ticket to HR on or before your last day.

Q: Can I use a 16-25 Railcard on my annual ticket?

A: Unfortunately, discount cards cannot be applied to any monthly tickets purchased from Trainline or directly from any station.